



75339

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Darryl Hymel

Art Unit: 2142

Serial No.: 09/505,318

Filed: February 16, 2000

For: ACD MULTIMEDIA CUSTOMER CONTACT
WITH DELAY ANNOUNCEMENTS

Attorney
Docket No.: 75339

Examiner: Vu, Thong H.

AMENDMENT UNDER 37 CFR §1.16

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of June 5, 2003,
please amend the above-identified application as follows:

#9
Turner
8/13/03
N. J. Entend
RECEIVED

AUG 11 2003

Technology Center 2100